

Effective Communication: Communicating with Confidence and Purpose

April 12th, 2018

Christmount Conference Center
222 Fern Way
Black Mountain, NC 28271

www.ncehsop.org/

Registration Form

Course Title & Date: _____
First & Last Name: _____
E-mail: _____
Contact Number: _____
County of Employment: _____ REHS/Intern Number: _____
Supervisor Name: _____
Emergency Contact:
Name: _____ Relationship: _____
Address: _____ Telephone: _____

Please specify if special accommodations are needed

All information must be completed and returned to:
NCEHSOP - PO BOX 316 - Wentworth, NC 27375

Once your registration has been received a confirmation email will be sent to the email listed on this form. Course Certificate of Completion will not be issued until payment has been received.



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Sponsored by the Environmental Health State of Practice Committee



PURPOSE: This course is designed to help Environmental Health Specialists develop skills necessary to effectively and safely interact with the public. The course will focus on assessing the situation; observing and assessing body language; choosing appropriate communication styles; and, developing listening skills. Participants will have the opportunity to engage in interactive role play scenarios that will encourage self-discovery and demonstrate the practical application of these new skills. Environmental Health Specialists should leave this course with more confidence interacting with customers and operators.

TARGET AUDIENCE: Environmental Health Specialists, Supervisors, Program Specialists, and Coordinators working at local health departments.

Environmental Health Specialists (EHS): Application will be made to the N.C. State Board of Environmental Health Specialist Examiners for 5.25 hours of continuing education credit.

REGISTRATION INFORMATION:

www.ncehsop.org

Fees: \$75*

***lunch provided**

Payment methods include credit card, check or money order and will be accepted up to the day prior to the course start date. Make checks or money orders out to NCEHSOP for the total of: \$75.00. If using a credit card please complete the credit card payment form.



AGENDA

April 12th, 2018 (5.25 hours)

9:00 – 9:20	Registration	
9:20– 9:30	Welcome	Autumn Watson
9:30—10:30	<i>Tactical Communications and Skills Analysis</i>	Lt. Tim Fuss
10:30—10:45	Break	
10:45—11:45	<i>Tactical Communications and Skills Analysis</i>	Lt. Tim Fuss
11:45—12:30	Lunch (<i>provided</i>)	
12:30— 2:45	<i>Practical Application of Tactical Communication Skills</i>	Lt. Tim Fuss
2:45— 3:00	Break	
3:00—4:00	<i>Communicating in a Multi-generational Workforce</i>	Stacie Saunders
4:00– 4:15	Course Evaluation and Adjourn	

Faculty

Lt. Tim Fuss Fuss currently serves with the Henderson County Sheriff's Department. Formerly an instructor with the NC Justice Academy, he is also certified as an instructor by the Verbal Judo Institute.

Stacie Saunders, MPH Stacie Turpin Saunders began working in public health in 2007 and currently is serving as the Health Director for Alamance County. She is originally from the Commonwealth of Virginia and has called North Carolina her home for the last ten years. Stacie received her undergraduate degree in Medical Technology and a minor in Chemistry from Radford University in 2000 and an MPH from Johns Hopkins University Bloomberg School of Public Health in 2007. Prior to public health, she spent much of her time in clinical laboratory settings working in hematology/oncology, reproductive endocrinology and preimplantation genetics. Professionally, she is most interested in systems level approaches to improve the health and wellness of populations (and often speculates that the same system level approaches could have promise when wrangling her two small children).